# Joey Chiao-Yin Hsiao

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## RESEARCH INTERESTS

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. My current topic is focused on how location-based social applications, such as people-nearby applications, hybrid community applications, and sharing economy applications, can support newcomers, such as immigrants, dominant migrants, or travelers, in accessing resources in their new environments.

## EDUCATION

**University of Michigan** — Ann Arbor, MI, USA
**Doctoral Candidate in Information** — 09/2015 – present
Advisor: Dr. Tawanna R. Dillahunt

**National Taiwan University** — Taipei, Taiwan
**M.S. in Computer Science** — 09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu

**Carnegie Mellon University (Silicon Valley Campus)** — Moffett Field, CA, USA
**Visiting Scholar** — 07/2012 – 09/2012
Advisor: Dr. Ted Selker

**National Taiwan University** — Taipei, Taiwan
**B.S. in Computer Science** — 09/2006 – 06/2010

## SELECTED PROFESSIONAL EXPERIENCE

**Social Innovations Group, School of Information, Univ. of Michigan** — Ann Arbor, MI, USA
**Graduate Student Research Assistant** — 09/2015 – present
Support research of the Social Innovations Group, which is focused on designing technologies to help low-resourced populations seek employment and educational resources (Advisor: Dr. Tawanna R. Dillahunt)

**UX Team, Intel-NTU IoX Center** — Taipei, Taiwan
**Research Assistant** — 07/2014 – 07/2015
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)

**Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ.** — Hsinchu, Taiwan
**Affiliated Research Assistant** — 07/2014 – 07/2015
Led a project on friendsourcing, aiming to understand how social capital works when a social media user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)

## PUBLICATIONS

**Journal Articles**

- **Hsiao, J. C.-Y.** and Dillahunt, T. R. (2018). Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country. *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%; Presenter).

**Conference Proceeding Papers**

- **Hsiao, J. C.-Y.**, Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy. In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).

- **Hsiao, J. C.-Y.**, and Dillahunt, T. R. (2017). People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital. In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).

- Rajan, R., **Hsiao, J. C.-Y.**, Lahoti, D., and Selker, T. (2013). "Roger that!" - The Value of Adding Social Feedback in Audio-mediated Communications. In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).

- Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). Designing a Reminiscence Aid in Personal Soundscape. In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

**Posters, Workshop Papers, and Presentations**

- **Hsiao, J. C.-Y.** (2019) Fostering Immigrants' Trust in Online Local Social Exchange. To be presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19) Doctoral Consortium* (Presenter).

- **Hsiao, J. C.-Y.**, Dillahunt, T. R. (2017) Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications. In Proc. of *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).

- **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).

- **Hsiao, J. C.-Y.**, Jih, W.-R., and Hsu, Y.-J. (2012). Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns. Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

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## SELECTED PROFESSIONAL SERVICES

### Academic Events & Activities

ACM MobileHCI 2019                                                                                    09/2017 – Present
  **Student Volunteer Chair**

Tai-CHI 2015 (The Annual Taiwanese Conference on Computer-Human Interaction)   01/2015 – 07/2015
  **Organizing Committee**

OpenHCI Workshop 2013 (Student-Organized Workshop on HCI in Taiwan)              01/2013 – 07/2013
  **Program Chair**

### Social Events & Activities

School of Information, Univ. of Michigan                                                              08/2018 - Present
  **Doctoral Committee - Student Representative**

Annual Taiwan Night at CHI                                                                               2015 - 2018
  **Organizing Committee**

### Reviewer
*ACM CHI 2017 - 2019; ACM CSCW 2017, 2018; ACM MobileHCI 2018; ACM TEI 2017;*

### Conference Student Volunteer
*ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017;*

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## SELECTED TEACHING EXPERIENCE

### Teaching Assistant/Graduate Student Instructor

School of Information, Univ. of Michigan                                                                   Winter 2018
  SI-622: Usability Testing
  Instructor: Prof. Joyojeet Pal

School of Information, Univ. of Michigan                                                                      Fall 2017
  SI-501: Contextual Inquiry
  Instructor: Prof. Kentaro Toyama

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## SKILLS

### Research & Analysis Methods

Qualitative Methods
  Semi-structured interview, diary study, qualitative coding

Quantitative Methods
  Survey design, lab/field experiment, statistical analysis

### Tool

Programming Language
  Python, Java, HTML, CSS, Javascript

Analysis Tool
    R, NVivo

**Language**
    Mandarin Chinese (Native); English (Full professional proficiency); Japanese (Limited working proficiency)